

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
Agriculture and Food	20	8048	8248
Customer Company Total	20	8048	8248

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Agriculture and Food	20	801	821
Customer Company Total	20	801	821

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Agriculture and Food	2 0.16	80 0.09	82 0.09
Customer Company Total	2 0.16	80 0.09	82 0.09

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Agriculture and Food	2 0	80 0	82 0
Customer Company Total	2 0	80 0	82 0

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Agriculture and Food	2 0.34	80 0.15	82 0.16
Customer Company Total	2 0.34	80 0.15	82 0.16

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

Detail

INC000000305406	Leonard Blackham Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000306567	Shelly Jensen Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000306572	Leonard Blackham Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000306579	Michael Willardson Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000306582	Shelly Jensen Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000307739	Delia Tracey Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Chemistry Analysis Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000307742	David H Clark Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Chemistry Analysis Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000307744	Noel McSpadden Jr Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000307746	Sara Lealos Metro D Desktop Support	PC/Laptop Jon Hager	Password Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000307760	Bill Hopkin Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000307787	Sharisa Vodopich Application Services	Application Martin Gonzalez	Password Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.34 2.55
INC000000309707	LaJeanne Gilgen Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000309714	Sharon Simonson Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000309718	Stephen Ogilvie Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000309728	Shelly Jensen Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000309741	Clair Allen Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

INC000000309747	Kathleen Clarke	Application	Password	PGP		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309761	Scott Oldham	Application	Password	PGP		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309762	Claudette Walcott	PC/Laptop	Password	Microsoft Windows XP Professic		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309765	Kelly Oneida	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309772	Sharon Simonson	EIS Hardware	Scanner	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311263	Noel McSpadden Jr	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311275	Jay Schvaneveldt	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311290	Linda Lewis	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311299	Carla Johnson	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311307	Shelly Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311431	Joel Bernasek	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.16
	Help Desk	Eileen Dubach	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000312053	Linda Lewis	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312058	Therese Aschkenase	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312061	Clark Burgess	Application	Reporting	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000313602	Therese Aschkenase	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.34
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 1.00
INC000000315200	Bill Hopkin	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315206	Steven Wright	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

INC000000315212	Kathleen Mathews	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000315215	Arlene Thatcher	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000315356	Vicki Needham	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.31
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.37
INC000000316099	Ron Davidson	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000316101	Ron Davidson	Application	Error	Novell GroupWise 32-bit Window		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000316104	Cary Wise	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000316122	David H Clark	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000316436	David H Clark	Application	Error	Palm Desktop		TIR Missed:	No	TIR:	0.14
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000317440	Stephen Ogilvie	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318069	Roberta Valdez	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318184	Drew Matthews	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.07
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000318240	Vicki Needham	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.14
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.22
INC000000318263	Carla Johnson	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.07
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.37
INC000000318275	Carla Johnson	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.00
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.33
INC000000318276	Sherie Edginton	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.11
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.22
INC000000318287	Mark Martin	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.12
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.18
INC000000318342	Arlene Thatcher	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.06
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.15

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

INC000000318348	Thayne Mickelson	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.11
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000318383	Roberta Valdez	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.10
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000318394	David H Clark	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.08
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000318399	Sue Mounteer	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.04
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000318467	LaJeanne Gilgen	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.08
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000318528	Stephen Ogilvie	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.21
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.33
INC000000318617	Jed Christenson	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.15
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000318703	Rhonda Overman	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.07
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000318714	Linda Lewis	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.03
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.26
INC000000318717	Grant Tidwell	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.24
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.30
INC000000318719	Robert Hougaard	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.27
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.82
INC000000318738	Larry Lewis	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.00
	Voice Operations	Annette Nielsen	Agriculture and Food	High	Resolved	TTR Missed:	No	TTR:	0.21
INC000000318742	Pat Nelson	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.17
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.41
INC000000318746	Clair Allen	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.14
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000318819	Shelly Jensen	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.32
	Voice Operations	Britany Finlay	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	1.26
INC000000318919	Carla Johnson	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.14
	Voice Operations	Lois Schow	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.32
INC000000319531	Roberta Valdez	Telecom	Feature	Telephone		TIR Missed:	No	TIR:	0.40
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.40

Enterprise Incident Report May 2011

As of 6/1/2011

Agriculture and Food

INC000000319860	Mark Martin	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.19
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000320309	Anne Johnson	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.30
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.35
INC000000320598	Stephen Ogilvie	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000320608	William Boyce	Wireless Connectivity	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000320700	Carla Johnson	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.06
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000320863	Kyle Stephens	Application	Error	None		TIR Missed:	No	TIR:	0.33
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Resolved	TTR Missed:	No	TTR:	0.47
INC000000322041	Cody James	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322053	Brian Tea	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322055	Mohammed Sharaf	Application	Error	Chemistry Analysis		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322058	Kelly Oneida	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322060	Therese Aschkenase	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322062	Brian Tea	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322273	Virginia Sligting	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.07
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000322673	Gordon Brown	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.05
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000323222	Brian Tea	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00